Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

Message Text

UNCLASSIFIED

PAGE 01 STATE 026128

21
ORIGIN ABF-01

INFO OCT-01 ARA-10 EUR-12 ISO-00 FSE-00 /024 R

DRAFTED BY A/BF:CRUNCKEL:RJM
APPROVED BY A/BF:DLWILLIAMSON
ARA/MGT:GKRIEGER (DRAFT)
BF/FMS:ENGULLI (DRAFT)
BF/FS:RLAMB (DRAFT)
---------- 031370
R 031841Z PEB 76
FM SECSTATE WASHDC
TO ALL AMERICAN REPUBLIC DIPLOMATIC POSTS
AMCONSUL BELIZE
AMCONSUL CURACAO
AMCONSUL HAMILTON
AMCONSUL MARTINIQUE
AMEMBASSY OTTAWA
AMEMBASSY PARAMARIBO

UNCLAS STATE 026128

E.O. 11652: N/A

'AGS: AFIN

SUBJECT: MANAGEMENT SURVEY OF WFC

REF: STATE 26295; STATE 288184

FOR COUNSELORS OF EMBASSY AND ADMINISTRATIVE OFFICERS FROM
DEPUTY ASSISTANT SECRETARY WILLIAMSON

1. IN STATE 26295, YOU WERE INFORMED THAT A/BF WAS UNDER-
TAKING A MANAGEMENT SURVEY OF WFC ON A PRIORITY BASIS. THE
SURVEY TEAM DETERMINED THAT MANY OF THE PAYROLL DEFICIEN-
CIES WERE CAUSED BY THE CONVERSION TO THE NEW PAYROLL SYSTEM
AND THAT A POST BY POST AUDIT OF THE PAYROLL FUNCTION WAS
NEEDED. THEREFORE IN STATE 288184, EACH POST WAS REQUESTED
TO SUBMIT ITS OUTSTANDING ADJUSTMENTS BY DECEMBER 16, 1975
UNCLASSIFIED

UNCLASSIFIED

PAGE 02 STATE 026128

Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

AND THEN AUDIT THE CHECKS RECEIVED FOR PP 25.

2. EIGHT POSTS SENT US THE RESULTS OF THEIR AUDIT OF PP 25. TWENTY POSTS DID NOT SUBMIT THE REQUESTED REPORT. WE THEREFORE ASSUME THAT THE PAYROLL SITUATION AT THESE POSTS IS SATISFACTORY. WFC MADE THE NECESSARY CHANGES AND HAS PREPARED DETAILED RESPONSES TO EACH POST.

3. THE SURVEY TEAM ALSO FOUND THAT THERE WAS TOO MUCH TURNOVER IN WFC PAYROLL PERSONNEL AND THAT CERTAIN PERSONNEL POLICY CHANGES WERE NEEDED. WFC HAS TAKEN STEPS TO CORRECT THEIR STAFFING PROBLEMS. THEY HAVE ATTEMPTED TO REDUCE TURNOVER AND HAVE ADDED AN ADDITIONAL PAYROLL POSITION THROUGH REPROGRAMMING.

4. THE SURVEY TEAM ALSO STUDIED THE VOUCHERING FUNCTION OF WFC. THE STUDY SHOWS THAT WFC HAS RECENTLY ACHIEVED A GOOD TURN-AROUND-TIME IN THE PROCESSING AND PREPARATION OF THE SF-1166'S FOR THE AB/CAR POSTS; IT NOW AVERAGES FOUR DAYS. THE STUDY ALSO SHOWS THAT WFC NOW HAS NO BACKLOG IN THE PROCESSING OF VOUCHERS AND CERTIFICATION OF THE SF-1166'S FOR THE OTHER SOUTH AND CENTRAL AMERICAN POSTS. THEY ARE HANDLED WITHIN 24 HOURS. EXAMINATION OF TRAVEL VOUCHERS IS THE ONLY AREA IN WHICH WFC STILL HAS A SIGNIFICANT BACKLOG. WE ARE CURRENTLY FOCUSING ON THIS PROBLEM AND IT SHOULD IMPROVE IN THE NEAR FUTURE.

5. MOST DELAY IN PROCESSING VOUCHERS AND SF-1166'S FROM ARA POSTS RESULTS FROM THE TIME LOST IN TRANSMITTING THE DOCUMENTS TO WFC AND RETURNING THE CHECKS TO POST. THE WHOLE ISSUE OF UNACCOMPANIED AIR POUCH DELIVERY TIMES IS A SEPARATE MATTER BEING STUDIED BY THE OFFICE OF COMMUNICATION. HOWEVER, THERE IS A SYSTEM BEING DEVELOPED THAT WILL MECHANIZE THE ACCOUNTING AND RELATED PROCEDURE FOR THE CARIBBEAN POSTS. THIS SYSTEM INCLUDES THE TELEGRAPHIC TRANSMISSION OF DATA AS ONE OF ITS INTEGRAL PARTS. THIS WILL APPRECIABLY CUT THE TIME LOST IN TRANSMITTING THE DATA FROM THE POSTS TO WFC. WE HOPE TO BEGIN TESTING THIS SYSTEM IN A CARIBBEAN POST BY THE END OF THIS FISCAL YEAR AND THEN EXTEND IT TO OTHER ARA POSTS AS WARRANTED.

UNCLASSIFIED

UNCLASSIFIED

6. IN ADDITION TO THE SURVEY TEAMS RECOMMENDATIONS, WE ARE ALSO PURSUING CERTAIN LONGER TERM MEASURES TO STREAMLINE OUR INTERNAL PROCESSING PROCEDURE AND IMPROVE OUR COMMUNICATIONS TO THE POSTS. WE SHALL BE REPORTING TO YOU AS THESE ARE IMPLEMENTED.

7. FINALLY, I HAVE DESIGNATED BOB LAMB AS THE NEW

Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

DIRECTOR OF THE OFFICE OF FINANCIAL SERVICES AND TERMI-
NATED THE MANAGEMENT SURVEY. MR. LAMB IS SUPERVISING THE
CHANGES MENTIONED ABOVE. I ENCOURAGE YOU TO CONTACT BOB
ON ANY PROBLEMS WHICH AFFECT WFC SERVICE AT YOUR POST. I
HAVE ASKED HIM TO KEEP ME INFORMED OF ANY CONTINUING PROB-
LEMS WHICH AFFECT YOUR POSTS.
INGERSOLL

UNCLASSIFIED

NNN

*** Current Handling Restrictions *** n/a
*** Current Classification *** UNCLASSIFIED

Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 JAN 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Draft Date: 03 FEB 1976
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Authority: n/a
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01 JAN 1960
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1976STATE026128
Document Source: CORE
Document Unique ID: 00
Drafter: CRUNCKEL:RJM
Enclosure: n/a
Executive Order: n/a
Errors: n/a
Film Number: D760041-0828
From: STATE
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1976/newtext/t19760296/aaaagctj.tel
Line Count: 126
Locator: TEXT ON MICROFILM, TEXT ON-LINE
Office: ORIGIN ABF
Original Classification: UNCLASSIFIED
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 3
Previous Channel Indicators: n/a
Previous Classification: n/a
Previous Handling Restrictions: n/a
Reference: 76 STATE 26295, 75 STATE 288184
Review Action: RELEASED, APPROVED
Review Authority: ElyME
Review Comment: n/a
Review Content Flags:
Review Date: 27 MAY 2004
Review Event:
Review Exemptions: n/a
Review History: RELEASED <27 MAY 2004 by BrownAM>; APPROVED <08 DEC 2004 by ElyME>
Review Markings:

Margaret P. Grafeld
Declassified/Released
US Department of State
EO Systematic Review
04 MAY 2006

Review Media Identifier:
Review Referrals: n/a
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
Secure: OPEN
Status: <DBA CORRECTED> gwr 970918
Subject: MANAGEMENT SURVEY OF WFC
TAGS: AFIN, ASIG
To: ALL POSTS
MULTIPLE
Type: TE
Markings: Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 04 MAY 2006